



## Position Description

<b>Position Title:</b>	Clerk – Ward and Medical Records This position description is a supporting document to an employee's "Letter of Appointment" and "Variation to Letter of Appointment"
<b>Department:</b>	Nursing Administration
<b>Classification/Award:</b>	<b>Award:</b> Health and Allied Services, Managers and Administrative Officers Victorian Public Sector Multiple Enterprise Agreement (2016-2020) <b>Classification:</b> Grade 1 A
<b>Performance Review:</b>	A six-month probation will apply to this position (6 months from date of commencement). Performance reviews will then be held annually.
<b>ROLE</b>	
Provide clerical support and contribute to optimum patient information management, while assisting and supporting nursing staff when working on the acute ward/urgent care centre, and assist with the appropriate filing and storage of health information beyond discharge when working in the medical records setting.	
<b>ORGANISATIONAL RELATIONSHIPS</b>	
Reports to: Director of Nursing (via NUM / MA&MC) for day to day operational matters) Liaises with: Health Information Manager All South Gippsland Hospital Staff Foster and Toora Medical Centre staff	
<b>KEY RESULT AREAS</b>	
<ul style="list-style-type: none"><li>• Assist and support nursing staff with administrative tasks* to ensure efficient and smooth management of the acute ward/urgent care centre</li><li>• Provide customer centred service and liaison to patients, families, staff and members of the public</li><li>• Assist and support the Senior Ward Clerk with clerical duties within the Health Information Service such as:<ul style="list-style-type: none"><li>○ Entering Urgent Care Centre patient data on IPM and update patient histories accordingly</li><li>○ Preparing data for recording Urgent Care patient statistics at the end of each month</li><li>○ Filing, retrieving, tracking of Medical Records</li><li>○ Copying of medical records for FOI, subpoenas, etc.</li><li>○ Undertake ward clerk duties as detailed in ward clerk procedures folder</li></ul></li></ul>	
<b>SPECIALIST SKILLS AND KNOWLEDGE</b>	
<ul style="list-style-type: none"><li>• Proficient computer skills and experience in the use of word, excel and information systems.</li></ul>	

- Ability to navigate health related software processes, such as IPM, s2s referral system, Webstro, THELMA
- Demonstrate willingness to undertake relevant training / course to maintain/develop skills and acquire knowledge
- Ability to participate in the Performance Appraisal
- Work in accordance with SGH policies, procedures, clinical guidelines

### QUALIFICATIONS AND EXPERIENCE

- Demonstrated experience working in a healthcare setting
- Provision of a high level of administrative support to inpatient ward/
- Working knowledge of patient information management systems.

### KEY SELECTION CRITERIA

- Well-developed computer skills
- Excellent communication and interpersonal skills
- Organisation, prioritisation and time management skills
- Capacity and willingness to be flexible and to adapt to changing environments
- Demonstrated ability to exercise good judgement and discreetly handle matters of a sensitive and confidential nature
- Demonstrated previous administration, health or ward clerk experience is preferred.

### MANDATORY COMPETENCIES

Unless an employee is able to produce authorised evidence of successfully completing a approved mandatory competency, the employee will be required to successfully complete the competencies within the first six months of employment. Each employee is required then to successfully complete mandatory clinical competencies annually.

### Organisational Values

South Gippsland Hospital staff work with each other according to the Values listed below and the behaviours these values require when carrying out business.

These values are:

**Adaptability - being flexible and accepting of new ideas and change for the better**

**Mutual Respect – We treat others the same way that we would like to be treated**

**Accountability – We accept responsibility for our actions, attitudes and mistakes**

**Trust- We act with integrity and can count on each other**

**Excellence – We do our best at all times and look for ways to improve**

It is expected that staff will also work according to these Values when working directly with other staff, clients and members of the community.

### Occupational Health and Safety

All staff are expected:

- to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures. In addition, staff have the following responsibilities:
- to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.

- to seek guidance about new or modified work procedures.
- to ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to the supervisor.

If the role includes people management duties, these include the requirement to manage the health and safety of people under your control and support the actions contained in SGH OH&S policies.

### **Infection Control**

An effective, integrated organisation-wide Infection Control Program is dependent upon the support, recognition, motivation, commitment and integrity of every staff member. All staff members have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position description and to adhere to the organisation's Infection Control Prevention and Control policies and procedures at all times.

### **Learning and Development**

SGH is committed to education.

All staff have a responsibility to undertake their own professional development and actively participate in the education of others. This may involve colleagues, health professionals from other disciplines or educating students. Inter-professional education is strongly encouraged and supported and is integral to a small rural hospital.

### **Health and Wellbeing**

The health and wellbeing of employees is a priority for South Gippsland Hospital and the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals is recognised in this workplace.

Staff are expected to:

- partake in the promotion of the health and wellbeing of employees
- contribute to an inclusive and health promoting environment
- promote our values of trust, excellence, accountability, adaptability and mutual respect
- promote an organisational culture of positive mental health and wellbeing through supportive leadership, employee participation and shared decision making

### **Diversity Statement**

South Gippsland Hospital is committed to providing employment, health care and all related business based on the principles of access, equity and respect. South Gippsland Hospital acknowledges the Traditional Owners of the land on which we work and pays respect to Elders past, present and emerging.

Staff are expected to provide excellence in care and a safe, welcoming and inclusive health service by:

- extending respect to Aboriginal and Torres Strait Islander people at all times,
- engaging respectfully with all cultures and

respecting and appreciating what makes each individual different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education and national origin

### **Confidentiality**

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of South Gippsland Hospital. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

## Quality and Risk Management

In order to help ensure continued patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of SGH.
- Staff are required to contribute to the development and maintenance of the SGH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk.
- Staff are required to abide by the Code of Conduct for Victorian Public Sector Employee

## Special Requirements

- New staff will be required to satisfactorily complete a Police Records Check prior to commencing employment.
- Should your role require you to drive a South Gippsland Hospital vehicle, a current Victorian Drivers Licence is required. Loss of licence or any licence infringement must be reported by the employee to Management immediately.
- A completion of pre-existing injury or illness declaration will be required prior to appointment to the position.
- All employees of South Gippsland Hospital are bound to work according to the policies and procedures of South Gippsland Hospital, the Industrial Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for Victorian public sector employees and the provisions of the Fair Work Act, as amended from time to time.
- All employees are required to familiarise themselves with these Policies and Procedures, Agreements, Scopes of Practice, Codes of Conduct and the relevant provisions of the Fair Work Act particularly those which relate to working harmoniously with other staff.

## **INCUMBENT STATEMENT**

I, \_\_\_\_\_ have read, understand and accept  
(please print name)  
the above Position Description.

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Copy to staff member:  Yes  No

Details certified correct by:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date